

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12430 - CM Sullivan Cnty TN

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 6
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 12

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State TN
FCC Unit 12430 - CM Sullivan Cnty TN

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1505134	Account Coordinator	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	0	0
		RecruitMilitary	0	0
		Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0
		East Tennessee State University	0	0
		Lane College	0	0
1505134 Total			1	1
1505540	Account Coordinator	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	0	0
		RecruitMilitary	0	0
		Internal	2	1
		Charter.com	0	0
		Direct Employers	0	0
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0

1505540	Account Coordinator	East Tennessee State University	0	0
		Lane College	0	0
1505540 Total			2	1
1603463	Account Executive	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	0	0
		RecruitMilitary	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	1
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0
		East Tennessee State University	0	0
		Lane College	0	0
		The University of Tennessee Knoxville	0	0
		University of North Carolina-Asheville	0	0
		Western Carolina University	0	0
1603463 Total			1	1
1506010	Digital Account Planner	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	1	0
		RecruitMilitary	0	0
		Charter.com	0	0
		Direct Employers	0	0
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0
		East Tennessee State University	0	0
		The University of Tennessee Knoxville	0	0
		Indeed.com*	1	1
		Tusculum College	0	0
		King University	0	0
		Southwestern Illinois 11th Annual Veterans Hiring Event	0	0
1506010 Total			2	1
1505168	Local Account Planner	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	0	0
		RecruitMilitary	0	0
		Internal	3	1
		Charter.com	0	0
		Direct Employers	0	0
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0
		East Tennessee State University	0	0
		Lane College	0	0

1505168 Total			3	1
1505541	Local Account Planner	CableFax	0	0
		Glassdoor	0	0
		LinkedIn	0	0
		RecruitMilitary	0	0
		Internal	3	1
		Charter.com	0	0
		Direct Employers	0	0
		Multi-Channel News	0	0
		Urban League of Middle Tennessee	0	0
		East Tennessee State University	0	0
		Lane College	0	0
1505541 Total			3	1
Grand Total			12	6

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	0
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Internal					No	9
Referral*					No	1
Indeed.com*					No	1
CableFax			cablefax.com		No	0
Multi-Channel News			multichannel.com		No	0
Urban League of Middle Tennessee	2214 Rosa L Parks Blvd., #100	Nashville, TN 37228	Shana Guyton	615-254-0525	No	0
East Tennessee State University	Box 70718	Johnson City, TN 37614	Ruth Wilbanks	423-439-4441	No	0
Lane College	545 Lane Ave.				No	0
The University of Tennessee Knoxville	1015 Phillip Fulmer Dr.	Knoxville, TN 37996	Heather Harrison	865-974-5425	No	0
University of North Carolina-Asheville	259 Highsmith University Union	Asheville, NC 28804	Career Services	828-251-6871	No	0
Western Carolina University	205 Lillian Annex Bldg.	Asheville, NC 28703	Dennen Landis	828-227-3888	No	0
Tusculum College					No	0
King University	1350 King College Rd.	Bristol, TN 37620	Donna Felly	423-652-4752	No	0
Southwestern Illinois 11th Annual Veterans Hiring Event	2500 Carlyle Ave.	Belleville, IL 62221	Career Services		No	0

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Lynda.com Training	Ongoing	Online courses for creative services staff to increase their knowledge and skills
5	PSS Training	10/28/2015	Sales training designed to increase sales executives knowledge of tactics
6	Spectrum Selling	8/24/2016	Sales training designed for sales staff on selling our products
7	Digital Sales Accelerator Training	Ongoing	Training designed to explore current digital landscape and digital sales
8	Southwestern Illinois 11th Annual Veterans Hiring Event	11/4/2015	Career Fair